

RFQ 0913-0002 Limited English Proficient (LEP) Pathway

Exhibit D-1

Statement of Work

Employment Placement Services

1. Purpose

The purpose of this service is to assist LEP participants to find employment or move toward employment by engaging in job search activities while participating in English as a Second Language (ESL), skills training opportunities or other activities as necessary.

2. Definitions

- a. "Career Services Program" means the program administered by the Employment Security Department for eligible adults exiting TANF and providing bonus enrollment payment and monthly basic need payments for up to six months.
- b. "Stacking the activities" means a strategy of placing the participant into more than one WorkFirst activity, designed to meet participant's needs while maximizing DSHS' ability to meet the federal participation rate.

3. Reference

The following reference information is available for the Contractor's use under this contract:

- a. Office of Refugee Resettlement's lists of criteria for appropriate employability services and employment as stated in Title 45 Public Welfare, Code of Federal Regulations, Part 400, Section 81 (45 CFR §400.81). For the latest revision of 45 CFR §400.81, Contractor shall check <http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&sid=159ef2a0e17cf11a283cc65e7ffa1a45&rgn=div8&view=text&node=45:2.1.3.1.1.6.23.8&idno=45>
- b. The WorkFirst Hand Book (WF HB) provides more detailed information on the WorkFirst program in regards to procedures and definitions. For the latest revision of the WF HB the Contractor shall check <http://www1.dshs.wa.gov/ESA/wfhand/>

4. Participant Eligibility

The Contractor shall provide services to Washington State residents who are:

- a. LEP TANF parents and RCA recipients who have been referred by DSHS;
- b. Individuals age 16 and older who have not naturalized as US citizen and have a current status of a:
 - (1) Refugee;

- (2) Asylee;
- (3) Victim of human trafficking;
- (4) Amerasian;
- (5) Cuban-Haitian entrant;
- (6) Iraqi or Afghan Special Immigrants and their eligible family members.

5. Contractor Responsibilities

The Contractor shall:

- a. Provide services to LEP Pathway participants with limited English abilities that fall within ESL Levels 1-6 as defined by the State Board of Community College and Technical College Core Competencies.
- b. Accept or reject an electronic referral from the CSO within three business days of the referral.
- c. Within 10 business days of the referral:
 - (1) Contact the participant and schedule an appointment to determine the participant's initial ESL level using Comprehensive Adult Student Assessment System (CASAS) testing or by reporting the ESL level through information provided by the participant's most recent ESL provider.
 - (2) Conduct a face-to-face interview to assess the participant's employability.
 - (3) Develop a written Employability Assessment and Employment Service Plan (EP) for the participant outlining a schedule of services for up to a six month period. The EP shall have participant's signature and may include, but is not limited to:
 - Subsidized or unsubsidized employment;
 - ESL;
 - Job Search;
 - Work Experience (WEX) program participation;
 - Community Service (CS) program participation;
 - Community Jobs program participation;
 - Pre-employment training (PE); and
 - Vocational Education (VE).

- d. Within 14 business days of completing the EP, send the EP via eJAS e-message to the referring DSHS Case Manager, citing the following:
 - (1) Date the EP was created;
 - (2) Participant's CASAS score and current ESL level;
 - (3) Proposed WF activities totaling 35-40 hours a week, using stacking strategy if necessary;
 - (4) Any assessed employment barriers;
 - (5) Referrals made to other service providers.
- e. Refer low English proficiency participants to ESL classes. If ESL classes are not available through the Contractor, the Contractor will refer the participant to an ESL provider outside of the agency.
- f. Provide job search assistance to participants ready to enter the labor market and refer them to employment opportunities that match their background, job skills, English proficiency, abilities and work experience as determined by the employability assessment.
- g. Document all job search activities using the ORIA approved "Job Search Activities Log" form as pertaining to the agency specifics.
- h. Provide a 20 hour Job Search Workshop for participants who have been residing in the US for less than 12 months or those having little or no work experience in the US as determined by the employability assessment. The Contractor may also offer an additional Basic Computer and Internet Introduction Workshop, of at least 20 hours. A copy of the workshop curriculum(s) must be submitted to ORIA for approval at least 10 business days prior to the start of the Workshop. The workshops shall be provided in the participant's native language whenever possible.
- i. Notify the referring CSO **through eJAS message** within 14 business days from the date of hire on all participants placed into employment. This information shall include but is not limited to:
 - (1) Employer name;
 - (2) Employer address;
 - (3) Contact person and phone number;
 - (4) Job title;
 - (5) Start date;
 - (6) Hourly rate or wage;
 - (7) Average hours worked per week;

(8) Medical/Dental benefits availability

- j. Coordinate with the referring CSO staff on VE or PE approval whenever training is recommended and refer the participant to the appropriate service provider.
- k. Monitor employed participants for a minimum of 90 days following job placement. Continue support to the participants placed into employment by providing worksite advocacy, necessary workplace accommodation including interpretation, worksite conflict resolution, providing information on access to the community resources, facilitating communication with the CSO, and addressing other issues as appropriate.
- l. Provide information and refer eligible participants to the Career Services Program.
- m. Request payment for services provided to clients by the Contractor or a sub-contractor according to the payment points described in this contract, except when the services are paid for through another ORIA contract or funded by another source.
- n. Refer the participant to CSO staff for support services available through the WorkFirst program (i.e. transportation, childcare, work clothes or tools, etc).

6. eJAS Reporting Requirements

The Contractor shall use the DSHS eJAS system to report the following information on each LEP TANF participant.

- a. In eJAS Client Demographic screen:
 - (1) Change the LEP indicator from NO or NOT TESTED to YES in the LEP field.
 - (2) Enter or update ESL Level; and ESL test date.
- b. In eJAS Client Notes screen document:
 - (1) Participation and progress on a monthly basis.
 - (2) 30 or 90 days full time or part time employment retention.
 - (3) TANF exit due to unsubsidized employment and registration with Career Services Program at the Employment Security Department.
 - (4) Document in eJAS Client Case Notes the dates and the total hours for which the TANF parent was **excused** from participation.

Note: Failure to document monthly in eJAS Client Notes within the 30 calendar days of service end date may result in payment denial.
- c. Notify the referring CSO, using Immediate Notify feature in the eJAS after participant had two **excused** or **unexcused** absence in one calendar month.
- d. Report actual hours of participation by the 10th of each month for the previous month's activities using eJAS Multiple Client Monthly Participation screen.

7. Documentation

The Contractor shall maintain a separate case file for each participant documenting each service provided or arranged for. Case files shall include, but are not limited to, the following:

- a. Legible copies of front and back side of the Permanent Resident Card (I-551), I-94 or other USCIS documentation verifying current immigration status;
- b. Current and historical EP;
- c. Current and historical Job Search Activities log forms approved by the ORIA;
- d. Time sheets or attendance records signed by the participant (if applicable);
- e. Documentation and verification of all excused absences;
- f. Employment placement information including employer name and address, employer contact person name and phone number, job title, start date, hourly rate or wage, average number of hours worked per week, medical/dental benefits availability;
- g. Documentation and verification of 30 and 90 days full time or part time employment retention
 - (1) 30 days employment retention is verified by the employer signed Employment Verification Form or by a copy of the pay stub
 - (2) 90 days employment retention is verified by the employer signed Employment Verification Form or by a copy of the pay stub. If neither is available, the Contractor may certify with the reporting staff signature that employment retention information was obtained either by contacting the employer or the participant;
- h. Any additional follow-up contacts or information.

8. Performance Measures

For the purpose of ongoing LEP Pathway program planning, ORIA will assess the Contractor's performance based on the following employment measures:

- a. Number of 30-Day Employment Retentions;
- b. Number of 90-Day Employment Retentions;
- c. Wages at Job Entry;
- d. Number of jobs with health benefits available;
- e. Percentage of job placements relative to the number of billed and paid Employment Plans for the specific time frame being reviewed.

- f. Periodic M-CAR reviews and analysis to ensure DRA participation requirements are met.
- g. Number of RCA recipients in caseload who are placed in employment within eight months;
- h. Number of TANF grant reductions due to earnings; and
- i. Number of TANF grant terminations due to earnings.

9. Consideration

DSHS shall pay the Contractor one time per participant per contract year, unless otherwise noted, as follows:

- a. **\$350.00** for ESL level reporting and completion of the EP. The EP completion date must be prior to the date of employment placement to receive this payment. To become a billable service, EP shall propose new activities as compared to the latest completed and billed EP. Payable up to two times per participant per Contract year provided a minimum of 120 days has passed since the completion of the first EP. (Billing code - **EP**)
- b. **\$250.00** for the completion of Job Search Workshop, billable if the participant has attended 75% of the scheduled hours as verified by the attendance log submitted with the billing. (Billing code – **JW**)
- c. **\$250.00** for the completion of a Basic Computer and Internet Introduction Workshop, billable if the participant has attended 75% of the scheduled hours as verified by the attendance log submitted with the billing. (Billing code – **JC**)
- d. **\$400.00** for initial job placement of the RCA client within eight months from the month of arrival. Could not be combined with the billing code IN. (Billing code – **IE**)
- e. **\$300.00** for initial job placement reported directly to the referring CSO within 14 business days from the date of hire as described in Section 5.i. above. Payable up to two times per participant per Contract year provided a minimum of 120 days has passed since the first job placement. (Billing code - **IN**)
- f. **\$1,350.00** for unsubsidized full time (32 hours a week or more) employment placement which lasted a minimum of 30 calendar days. Payable after the participant has stayed employed 30 days out of the last 45 calendar days as verified by the employer signature on the Employment Verification form or copy of a wage stub; payable up to two times per participant per Contract year. (Billing code - **F1**)
- g. **\$650.00** for unsubsidized part time (16-31 hours a week) employment placement which lasted a minimum of 30 calendar days. Payable after the participant has stayed employed 30 days out of the last 45 calendar days as verified by the employer signature on the Employment Verification form or copy of a wage stub; payable up to two times per participant per Contract year. (Billing code - **P1**)

- h. **\$900.00** for unsubsidized full time (32 hours a week or more) employment placement which lasted a minimum of 90 calendar days. Payable after the participant has stayed employed 90 days out of the last 120 calendar days as verified by the employer signature on the Employment Verification form, or copy of a wage stub, or certified by the Contractor's signature that information was obtained from the employer or the participant; payable up to two times per participant per Contract year. (Billing code - **F9**)
- i. **\$500.00** for unsubsidized part time (16-31 hours a week) employment placement which lasted a minimum of 90 calendar days. Payable after the participant has stayed employed 90 days out of the last 120 calendar days as verified by the employer signature on the Employment Verification form, or certified by the Contractor's signature as information obtained from the employer or the participant; payable up to two times per participant per Contract year. (Billing code - **P9**)

ORIA reserves the right to request additional documentation to verify 30 or 90 days employment retention.

- j. **Administrative Fee.** ORIA shall pay 10% of the total amount approved for payment under billing codes 9.a. through 9.i.